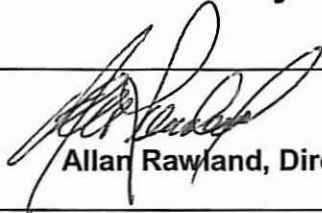


**County of San Bernardino  
Department of Behavioral Health**

**Satisfying Consumer Language Needs Policy**

**Effective Date** 10/99  
**Revision Date** 4/24/07

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**Allan Rawland, Director**

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**Policy** It is the policy of the Department of Behavioral Health to adhere to guidelines set for ensuring that non-English speaking beneficiaries seeking alcohol/drug and specialty mental health services are linked with appropriate linguistic services.

**Note:** Family members are **not** to be used as interpreters.

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**Purpose** To ensure consumers have access to appropriate linguistic services

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**Definitions**

**Interpretation** – Transmission of oral communication from one language to another including sign language

**Threshold Language** – Language that has been identified as the primary language, as indicated on the Medi-Cal Eligibility Data System, of 3,000 beneficiaries or five percent of the beneficiary population, whichever is lower, in an identified geographic area

**Primary Language** – Any language, including sign language, which the beneficiary chooses to use to communicate effectively

**DBH Bilingual staff** – DBH staff that have been certified by the County to provide interpretation services.

**Outside Interpretation Services** – Vendors with whom the Department has contracted to provide behavioral healthcare interpretation services to limited-English-proficient consumers by the use of specially trained individuals.

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# County of San Bernardino

## Department of Behavioral Health

### Responsibility

The following table describes the roles and responsibility of staff for ensuring consumers have access to appropriate linguistic services:

<b>Roles</b>	<b>Responsibility</b>
Human Resources	Provide a roster of linguistically proficient bilingual staff to each region/specialty program every six months
Supervisors	Delegate equitable workload for DBH interpreters
DBH Interpreters	Interpret for staff and attend annual trainings on the delivery of interpretation services
Outside Interpreter Service	Provide interpreter/translation services when DBH Interpreters are not available

### Reference

California Code of Regulations Title 9, Chapter 11, §1810.410 (b), (4)  
DMH Information Notice Number 97-14  
OC/HCA, BHC, Cultural Competency Plan, Phase II Consolidation (Update - March 2004)